



NEW APPLICATION
ORIGINAL



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December 1, 2011
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ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

Docket Control Center
Utilities Division
Arizona Corporation Commission
1200 West Washington Street
Phoenix, AZ 85007

T-03228A-11-0431

RE: Tariff Revision for **Matrix Telecom, Inc. d/b/a Excel Telecommunications**
Arizona C.C. Tariff No. 9 (Local Exchange)

Dear Sir or Madam:

Enclosed for filing please find the original and thirteen (13) copies of revised tariff pages for Arizona C.C. Tariff No. 9 (Local Exchange) submitted on behalf of Matrix Telecom, Inc. d/b/a Excel Telecommunications. The purpose of this filing is to introduce an invoice fee applicable to customers who elect to continue to receive monthly paper invoices from the Company. The Company respectfully requests an effective date of January 1, 2012 for this filing.

The following tariff pages are included with this filing:

1 st Revised Page 1	Updates Check Sheet
1 st Revised Page 30	Introduces Invoice Billing Fee; notes text move
Original Page 30.1	Notes relocated text

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Questions regarding this filing should be directed to my attention at 407-740-3001 or via email to tforte@tminc.com. Thank you for your assistance in this matter.

Sincerely,

Thomas M. Forte
Consultant to Matrix Telecom, Inc.

cc: Scott Klopach (Via E-Mail) - Matrix
file: Matrix (Excel) - Arizona - Local
tms: AZ11101

Enclosures
TF/mw

Arizona Corporation Commission
DOCKETED

DEC - 2 2011



LOCAL EXCHANGE SERVICES

CHECK SHEET

All pages of this tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION
Title	Original		21	Original		40	Original
1	1 st Rev.	*	22	Original		41	Original
2	Original		23	Original		42	Original
3	Original		24	Original		43	Original
4	Original		25	Original		44	Original
5	Original		26	Original		45	Original
6	Original		27	Original		46	Original
7	Original		28	Original		47	Original
8	Original		29	Original		48	Original
9	Original		30	1 st Rev.	*	49	Original
10	Original		30.1	Original	*	50	Original
11	Original		31	Original		51	Original
12	Original		32	Original		52	Original
13	Original		33	Original		53	Original
14	Original		34	Original		54	Original
15	Original		35	Original		55	Original
16	Original		36	Original		56	Original
17	Original		37	Original		57	Original
18	Original		38	Original		58	Original
19	Original		39	Original		59	Original
20	Original						

* - indicates those pages included with this filing

Issued: December 2, 2011

Effective: January 1, 2012

Issued by: Scott Klopach, General Counsel
433 East Las Colinas Blvd., Suite 400
Irving, Texas 75039

AZ11101

LOCAL EXCHANGE SERVICES

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.3 Customer Service and Protection, (Cont'd.)

2.3.6 Billing and Payment For Service, (Cont'd.)

D. Alternative Payment Processing, (Cont'd.)

Beginning February 1, 2004, any residential Customer who enrolls in the Company's Recurring Payment Plan will be eligible to receive a one-time credit in the amount of ten dollars (\$10.00). This credit will be applied to the Customer's monthly billing statement after the Customer's first successful and valid automated payment transaction and should appear on one of the following two billing statements. Each Customer will be eligible to receive the credit only once per Customer account. A Customer becomes ineligible to receive this credit if, prior to the credit being applied to the Customer's account, one or more of the following occurs: 1) the account is suspended for non-payment of charges; 2) the account is suspended for violation(s) of regulations in this tariff; 3) the Customer cancels services or withdraws from the Recurring Payment Plan or 4) the Customer fails to comply with relevant laws and regulations.

E. Invoice Billing Fee

The Company will assess an Invoice Billing Fee of \$2.00 per month for Customers that elect to continue to receive paper invoices from the Company. This fee will be waived for Customers that elect to forgo the monthly paper invoice and instead choose to receive electronic invoices from the Company through the Electronic Bill Payment System.

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(M)

(M)

(M) - Material now appears on Original Page 30.1.

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LOCAL EXCHANGE SERVICES

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.3 Customer Service and Protection, (Cont'd.)

2.3.7 Discontinuance of Service

A. Discontinuance with notice

Proper notice consists of a separate mailing or hand delivery at least five (5) days prior to the stated date of disconnection. Telephone service may be disconnected after proper notice for any of the following reasons:

1. failure to pay a delinquent account for telephone service;
2. violations of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or relating to the operation of nonstandard provided equipment, if a reasonable attempt has been made to notify the customer, and the customer has been afforded a reasonable opportunity to remedy the situation;
3. failure to comply with the Company's deposit arrangements in accordance with Section 2.3.5., preceding; and/or
4. a returned check from the customer.

(M)

(M)

(M) - Material formerly appeared on Original Page 30.

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